

Part 573 Safety Recall Report

17V-263

Manufacturer Name : Gillig LLC

Submission Date : APR 27, 2017

NHTSA Recall No. : 17V-263

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Gillig LLC

Address : 25800 Clawiter
Hayward CA 94545

Company phone : 1-800-735-1500

Population :

Number of potentially involved : 2,709

Estimated percentage with defect : 74 %

Vehicle Information :

Vehicle 1 : 2015-2016 GILLIG LLC LOW FLOOR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Certain Norgren brand suspension kneeling modules may have partially seated snap rings on the air valve pistons in the manifold.

Production Dates : DEC 15, 2015 - DEC 05, 2016

VIN Range 1 : Begin : 15GGE271XF1093020 End : 15GGD2718G1189586 ☒ Not sequential

Description of Defect :

Description of the Defect :	Gillig has determined that certain Norgren brand suspension kneeling modules on Low Floor buses may have partially seated snap rings on air valve pistons in the manifold (Gillig Part No. 04-45322-001 & 04-45322-002). Affected vehicle may have a front kneeling module, or a front and rear module depending on the build option selected. The affected parts were also sold as aftermarket equipment or provided under warranty to customers.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	An unexpected loss of suspension air bag pressure during operation would result in an abrupt reduction in suspension height during moving operation, potentially increasing the risk of a crash. A loss of suspension air bag pressure could also occur during servicing and pose a risk to maintenance personnel.
Description of the Cause :	The snap rings on solenoid valve pistons may not have been fully inserted and seated during assembly. This can potentially allow a snap ring to come out of the groove and the valve piston to be forced out of the manifold bore by air pressure in the suspension air bags. Were this to occur, the vehicle suspension air bags would lose air pressure and cause the suspension to lower to the bump stops. (Note that the vehicle still has adequate ground clearance to maneuver at full kneeling height and will not contact the road surface.)
Identification of Any Warning that can Occur :	None.

Supplier Identification :

Component Manufacturer

Name :	Norgren, Inc.
Address :	5400 South Delaware Street Littleton COLORADO 80120
Country :	United States

Chronology :

04/26/2016 First warranty claim for failure of a kneeling module.
 07/11/2016 First warranty claim module returned to Norgren for quality assurance inspection. Norgren initiates root cause analysis.
 12/02/2016 Norgren provides production start and end dates of affected part population.
 01/10/2017 All Norgren root cause analysis and testing complete.
 01/11/2017 Review of field issues and monitoring initiated. Gillig begins assessment of affected vehicle population, part sales, and warranty claims.
 04/14/2017 Gillig Safety Committee determines that the affected parts have a defect related to motor vehicle safety.
 04/19/2017 Gillig files Part 573 report.

Description of Remedy :

Description of Remedy Program :	Customers will be requested to inspect part number labels on the kneeling module on the front of the bus and rear module if the bus is so equipped. If a module is part of the recall population, customers will be provided with a free “snap ring reset tool” that will permanently seat the ring (3-5 rings per module) in the intended groove.
How Remedy Component Differs from Recalled Component :	The supplier has modified the assembly process in production that led to some snap rings not getting fully inserted and seated into the snap ring groove.
Identify How/When Recall Condition was Corrected in Production :	No kneeling modules in the recalled population were used in vehicle production before 12/15/2015 or after 12/5/2016. No sales of aftermarket parts or warranty parts from the recalled population were shipped to customers before 12/15/2015 or after 12/5/2016.

Recall Schedule :

Description of Recall Schedule :	Recall notices will be sent as soon as the 500 custom remedy repair tools are available.
Planned Dealer Notification Date :	MAY 19, 2017 - JUN 02, 2017
Planned Owner Notification Date :	MAY 19, 2017 - JUN 02, 2017

* NR - Not Reported